

# U.S. Government Printing Office

## Performance Measures

September 30, 2000

### Operating Performance Measures

#### Congressional Record Delivery

The Congressional Record is an important tool and product of the legislative process, and its production is a large part of GPO's mission. To gauge how well GPO is serving Congress by producing the Congressional Record timely, GPO has established a deadline of 9 AM the following day when copy is received in GPO by midnight, regardless of whether the Senate or the House of Representatives is in session. Our actual on-time delivery rate was 85.2 percent in fiscal year 2000, compared with 88.2 percent in fiscal year 1999.

#### Overtime Management

GPO makes an ongoing effort to minimize overtime hours. In fiscal year 2000, overtime hours decreased to 204,000 hours from 211,000 hours in fiscal year 1999, or 3.3 percent. The cost of overtime in fiscal year 2000 decreased by about \$411,000 from fiscal year 1999's level. GPO successfully achieved its goal for fiscal year 2000, whereby actual overtime hours worked were below the upper limit of 230,000 overtime hours established at the beginning of the year. Our goal for fiscal year 2001 is a maximum of 220,000 overtime hours.

#### Production Chargeable Hours

Chargeable hours decreased to 638,000 in fiscal year 2000 from 825,000 in fiscal year 1999, a decrease of 187,000 hours, or 22.7 percent, while the number of employees available for work decreased 4.1 percent. The results for 2000 met GPO's goal of achieving sufficient chargeable hours necessary to break-even. GPO's fiscal year 2001 goal is to have enough chargeable hours to achieve break-even in Production Operations. Due to the mix in hourly rates charged for the various printing processes, a specific chargeable hour target cannot be established.

#### On-Time Delivery of Procured Printing

The Printing Procurement Operations contracted with commercial printing firms to ship 155,200 jobs in fiscal year 2000 compared with 164,900 jobs in fiscal year 1999. For fiscal year 2000, GPO's goal was to have at least 95 percent of procured printing orders delivered on time and a quality acceptance rate of at least 99 percent. GPO met its goals by attaining a 95 percent on-time delivery rate and a 99 percent quality acceptance rate. The goals for fiscal year 2001 remain the same as those for fiscal year 2000.